

**Information Technology Council Meeting  
January 20, 2005**

**F i n a l**

Present: Tim Lapointe (by phone), Quent Boyken, Sandra Glenn, Kris Junkins, Christian Gurney, Donna Mueller, Mary Wegner, Major General Ron Dardis (by phone), Larry Murphy, Betsy Brandsgard (by phone)

Absent: Bill Dotzler, Bob Brunkhorst

Guests: John Gillispie, Kit Krogmeier, Lorrie Tritch, Carol Stratemeyer, Diane Van Zante

Tim Lapointe, Chair, opened the meeting. It was noted that a quorum of members was present.

1. Review and Approve Minutes of the Last Meeting – Tim Lapointe.  
Quent Boyken moved approval of the November 18, 2004 meeting minutes. Sandy Glenn seconded the motion. An oral vote was taken, unanimously approving the minutes as written.
2. Enterprise Infrastructure and Personnel Assessment (EIP) Update – John Gillispie.  
The Department of Administrative Services has been engaged in a study, seeking to identify technology efficiencies in state government. Eight major initiatives resulted, including one on IT Governance. The proposed model would substantially change the way IT is governed within the Executive Branch. The model mirrors what has been occurring in the private sector since the mid 1990's. The private sector generally has a corporate CIO with a Council of CIOs that sets direction for the corporation. NOTE: While the proposed model refers to an "Office of the Joint CIOs," a name change was subsequently recommended; the group will be called the Joint Council of CIOs (JCIO). The JCIO would set technology direction and submit recommendations to the Technology Governance Board (TGB) for approval. One of the model's basic premises is that accountability remains within each department.

The JCIO would be comprised of the top IT spenders in state government: the Department of Human Services, Department of Transportation, Iowa Workforce Development, Department of Administrative Services-Information Technology Enterprise, Department of Revenue, and Department of Natural Resources in addition to the Chief Information Security Officer who would serve in a non-voting capacity. A single rotating seat, decided by a collaboration of the following agencies, would serve a one year term with a single vote: Department of Public Safety, Department of Public Health, Department of Education, Department of Corrections, and Iowa Veterans Home. When the Technology Governance Board is formed, the Information Technology Council will likely be dissolved. The TGB is expected to include two public members, possibly from the IT Council. Ideally, the two public members would have both business and technology expertise. The membership of the Technology Governance Board will be relatively small so that it mirrors a public company's board of directors.

John will be meeting with the Governor Monday afternoon to discuss the planning team outcomes and the governance proposal. When the Governor initially reviewed the results of the study, he directed Mollie Anderson and John to implement them. The JCIO will commit to pursuing three initiatives in the next year: data center consolidation, security, and procurement. The culture in state government is very much independent, so we will need to move to a cooperative model rather than a command and control model.

The report indicates that support for the councils may be paid by the IOWAccess revolving fund. We aren't absolutely sure that this is permissible and are in the midst of getting a legal opinion. Senator Brunkhorst initially responded that he was not in favor of using IOWAccess funds. The funds would be for administrative support and enterprise portfolio management. Quent Boyken, Chair of the IOWAccess Advisory Council, voiced his support of the request and advised that funds would be available.

3. DAS-ITE Legislative Agenda – John Gillispie.

We have a number of items we want to submit this year:

- Review and amend as necessary, provisions related to the use of credit cards for the payment of public services/goods to eliminate disincentives associated with such payments.
- Authorize the DAS director to designate a person in the department to serve in the capacity of the chief information officer for the state.
- Clarify, as necessary, the entities to which ITE can market services (at present there are conflicting code sections). The clarification would be that ITE could market to government and its subdivisions.
- We will also be working with the Governor's Office regarding any legislation related to the implementation of the Enterprise Infrastructure and Personnel Assessment Study recently completed. The final report was submitted to the legislature in December, 2004.
- We are also looking at those agencies that currently receive free services from ITE.

4. DAS-ITE Customer Survey – John Gillispie.

Prior to the meeting, members were sent a link to the DAS customer survey. Included in that report were issues specific to ITE. John did some additional statistical analysis on the raw data, and forwarded those results as well. The customer surveys were completed by 42 customer agencies, however a significant number of those agencies do not buy services from ITE. Next year, John hopes to limit the survey to those that do. Each part of the DAS organization was asked to choose an initiative and define a business process redesign effort to improve performance in the next year. In Desktop Support, the team decided to add a staff person and redistribute work assignments; they have been short a position for quite a while. The mainframe area chose to tackle Help Desk problem tracking. Under the new process, each problem would be assigned a trouble ticket and the customer would be asked to sign off once the problem has been resolved. In Network Services, there is no formal process for requesting services; they are planning to put a formal process in place to ensure that every service request is dealt with. The Server Hosting group has chosen to focus on improving communication with customers for scheduled maintenance. The customer survey identified some very basic items that we can address.

5. Wrap Up and Adjourn – Tim Lapointe.

The Chair inquired when the Council might know more about the IT Governance legislation, including potential dissolution of the IT Council. The Legislature generally takes action on bills late in the session, so we believe the Council will still hold its March 17 meeting. Christian and Tim recognized John's leadership in the process of reorganizing IT in state government. Quent thanked Tim, Christian, and Sandy for serving on the Governance Subcommittee. Christian Gurney and Kris Junkins may be interested in serving on the IOWAccess Advisory Council.

There being no further business, a motion was made and seconded to adjourn the meeting. An oral vote was taken and unanimously approved. The meeting adjourned at 1:57 p.m.